



**AMENDED MINUTES OF THE
WASHOE COUNTY HUMAN SERVICES AGENCY
SENIOR ADVISORY BOARD MEETING**

July 5, 2023

Washoe County Senior Center, Reno, Nevada 89512

Game Room

&

Zoom Webinar

<https://zoom.us/j/92347908306?pwd=K2k5UGdYSEVXVGNuRGFPZ3pub2kwQT09>

1. CALL TO ORDER [Non-Action Item] - Meeting was called to order at 3:02 P.M. by Vice Chair- Pamela Roberts.
2. **Roll Call [Non-Action Item]** – Pamela Roberts asked for the roll call; Ryan Crane took the roll. There was a quorum present via in person and through Zoom meeting.

WASHOE COUNTY SENIOR SERVICES ADVISORY BOARD MEMBERS:

PRESENT VIRTUALLY		ABSENT (EXCUSED*)	
Martha Lavin	Mary Ann McCauley	Hawah Ahmad	
Mavis Kay Bonzer	Hawah Ahmad		
Thuy Tran	Casey Reed		
Pamela Roberts			
Jane Baudelaire			
Connie McMullen			
Donna Clontz			
Charles Mark Neumann			

WASHOE COUNTY STAFF PRESENT

Abby Willrich

Ryan Crane

Laureen Garcia

Brandon Price (DA)

ADVISOR PRESENT

ADVISOR (ABSENT)

Victoria Edmondson

Wednesday, July 5, 2023

3:00 pm
Senior Services- Game Room

Meeting can also be accessed by using the following Zoom webinar link:

Washoe County Human Services Agency
Reno Senior Center
1155 E. 9th Street, Reno, NV 89512
Tel: 775-328-2575 Fax: 775-328-6192
rcrane@washoecounty.gov

<https://zoom.us/j/92347908306?pwd=K2k5UGdYSEVXVGNuRGFPZ3pub2kwQT09>

Meeting ID: 923 4790 8306 Passcode: 438257 Dial (669) 900-6833 US (San Jose)

Public Comment. Public Comment is limited to three (3) minutes per person. During the “Public Comment” items, anyone may speak pertaining to any matter either on or off the agenda. Anyone wishing to provide live public comment may do so in person, or by teleconference by logging onto the Zoom webinar by accessing the following link:
<https://zoom.us/j/92347908306?pwd=K2k5UGdYSEVXVGNuRGFPZ3pub2kwQT09>
Note: This option will require a computer with audio and video capabilities and downloading the Zoom application.

Additionally, public comment can be submitted via email to rcrane@washoecounty.gov or by leaving a voice message at (775) 433-4912. For the remainder of the agenda, public comment will only be heard during items that are designated “for possible action”. Any public comment for items designated “for possible action” will be heard before action is taken on the item and must be about the specific item being considered by the Board. In order to speak during any public comment, each speaker may raise their hand and may be asked to fill out a “Request to Speak” form and/or submit comments for the record to the Recording Secretary. Public comment is limited to three minutes for individual speakers.

Response to Public Comment. The Board can deliberate or take action only if a matter has been listed on an agenda properly posted prior to the meeting. During the public comment periods, speakers may address matters listed or not listed on the published agenda. The *Open Meeting Law* does not expressly prohibit responses to public comments by the Board. However, responses from the Board members to unlisted public comment topics could become deliberation on a matter without notice to the public. On the advice of legal counsel and to ensure the public has notice of all matters the Board will consider, Board members may choose not to respond to public comments, except to correct factual inaccuracies, ask for Staff action or to ask that a matter be listed on a future agenda. The Board may do this either during the public comment item or during the following item: “Agenda Items for the next Board Meeting.”

Special Accommodations. Persons with disabilities who require special accommodations or assistance at the meeting should notify Sandra Vasquez, OAll, at Washoe County Human Services Agency, 1155 E. Ninth Street, Reno, NV 89512, by calling (775) 328-2575 or via email rcrane@washoecounty.gov, prior to the date of the meeting.

How to Get Copies of Agenda and Supporting Materials. Supporting materials for this meeting may be requested by contacting Ryan Crane, Administrative Secretary Supervisor, at Washoe County Human Services Agency, 1155 E. Ninth Street, Reno, NV 89512, by calling

(775) 328-2575 or via email at rcrane@washoecounty.gov. The notice of meeting and agenda as well as supporting materials are also posted online at https://www.washoecounty.gov/seniorsrv/senior_services_advisory_board/index.php and <https://notice.nv.gov>

Possible Changes to Agenda and Timing. Items on the agenda may be taken out of order; combined with other items; removed from the agenda; or moved to the agenda of another meeting. Items with a specific time designation, if any, will not be heard prior to the stated time, but may be heard later.

Forum Restrictions and Orderly Conduct of Business. The Senior Advisory Board conducts the business of Washoe County and its citizens during its meetings. The Chair may order the removal of any person whose statement or other conduct disrupts the orderly, efficient or safe conduct of the meeting. Warnings against disruptive comments or behavior may or may not be given prior to removal. The viewpoint of a speaker will not be restricted, but reasonable restrictions may be imposed upon the time, place and manner of speech. Irrelevant and unduly repetitious statements and personal attacks, which antagonize or incite are examples of speech that may be reasonably limited.

3. Public Comment [Non-Action Item]

Comment heard under this item will be limited to three minutes per person and may pertain to matters both on and off the Advisory Board agenda. The Advisory Board will also hear public comment during individual action items, in which comment will be limited to the specific agenda item. Comments are to be made to the Advisory Board as a whole.

Senator Jackie Rosen thanked the entire board and staff for all they do for seniors to ensure they have all they need. They took care of us and we need to take care of them. Stepped away from her career to care for her family who all got old and ill at the same time. She left her job to care for them. Understands firsthand the physical, emotional and financial toll it can take. The hard work she does was born out of her own experience of caring for her family. Part of the Inflation Reduction Act was to make diabetes medicines affordable. Insulin costs \$35 after the bill's passage. Senator Rosen had a lot of people that helped her navigate the healthcare system related to her family needs. Senator Rosen and her team have created an amazing Senior Resource Guide because she didn't know where to call someday. She cried with frustration because she didn't know what to do and wanted to get help for her mom. It's about 75 pages with information for the whole state; from North to South, East to West, and into the Rurals. The resource guide is online, as well as in printed form. She will send more resource guides and the PDF in an email. The Senior Resource Guide will continually be updated. Senator Rosen founded the Comprehensive Care Caucus for those that need comfort care and recently introduced the Expanding Access to Palliative Care Act. Senator Rosen also has a bipartisan Supporting our Seniors Act to improve access to Long Term Care. Molly Rose from Senator Rosen's team is often at the Washoe County Senior Advisory Board meetings. Even though the Senator can't attend all of the meetings, she does read the notes and will do all that she can to make sure that our seniors are taken care of with the dignity and respect that they deserve. Some copies of the Senior Resource Guide are being left at the Reno Senior Center.

Pam Roberts told Senator Rosen that agenda item ten, which deals with the Aging Services Master Plan, and that there is another speaker who will be speaking in relation to that, and Pam feels that Senator Rosen's Senior Resource guide fits into that wheelhouse. Pam is moving out of Public Comment and into Agenda Item 10. Wants to make Agenda Item 10 so Rosen can continue to talk. Listed by counties with services and agencies within in each county. So much information. Fraud. Scams. Lists so many services available.

Commissioner Clark: Honored to have Senator Rosen attending the meeting. Overview – Commissioner Clark spent about 30 minutes just observing things at Senior Center on 9th and Sutro. Commissioner Clark would like to see shading, a cooling station, laundry mat, a mini Hopes Clinic, showers, free day at the pools and museums, a barber shop, and charity clothing donations. Commissioner Clark wants this senior center to be a fun place, a place that people want to go to; get a haircut and watch a movie. Commissioner Clark will be pushing for it at the commission meeting. There are many homeless peoples at 9th street Senior Center. Eighty to ninety million dollars spent on the homeless population. Fourteen million dollars spent on animal control, and eight to nine million dollars for seniors. Out of balance. Seniors on fixed incomes. Let's offer some perks for your seniors at the Senior Center so they can enjoy their Golden Years.

Pam Roberts: Going back to Public Comment three. No additional public comment.

4. Member Announcements [Non-Action Item]

Mark Neumann: Member of the Sun Valley GID and very active with the senior center in Sun Valley. Board voted to open the Sun Valley Pool to seniors to swim for free on Tuesdays and Thursdays from 11:00-12:00. Any senior is welcome not matter where they live. This would be a time for seniors only. Hired high school kids to lifeguard, giving them a job during the summer.

Mark Neumann said we need to get this information out to the County Manager's Office so they can get that out on social media. Tried a two-week trial basis which turned out to be very successful. This will run for the remainder of the summer. Mark will reach out to city manager to finalize.

Thuy Tran: Hosting senior seminars since October, around the 10th one. Next one will be a fun topic on travel for seniors. One hour long. First Friday of the month from 10:30-11:30. Locations change month to month. This month is in Reno at the First American Title Company on Kietzke with Amy Dasie (sp?). August guest speaker will be Lynn Gray about Engaging with aging and will be held in Carson City.

Donna Clontz: Had Aging Senior Resource Fair at the Spanish Springs Library. Over 70 seniors attended. Most successful resource fair that they've done. No more resource fairs until after Senior Fest in September. County libraries will pick it up and organize monthly resource fairs following what has previously been done. Helpful to seniors who do not use computers. Donna picked up a box of ArTown books for those who want one. Working on agencies that work with senior agencies to partner with the libraries around the county Winding down on the grant. Have three more fairs happening at some low-income apartment complexes/ Washoe County Senior Coalition partnership. to work with libraries for once-a-month fair They've been their age friendly organizers. Some of the grant money

went to the libraries to teach tech training to seniors. Had over 400 seniors show up to one of the eight resource fairs that were held this year. Communication, Cooperation and Collaboration. The three Cs.

Commissioner Clark: Last Saturday the Red Cross came out to the Sun Valley Park and held an all-day event. They taught CPR and talked about their safe habitat program for Seniors. They will help w/cleanup of weeds and bushes around seniors' houses making it a fire safe habitat. Rubicon Club is where many of the Red Cross gets volunteers from. Inspect inside and outside of the home for fire safety. Pam thinks it should be added to resource guide. Asked Clark to get information to Ryan about it. Abby likes the idea of fire safe habitat for our seniors. Pam said they may ask the volunteers to make presentation to the group.

Connie McMullen: Wants to remind everyone that Senior Fest is September 5th from 9:00-2:00 at the Reno Town Mall. Connie was able to get all of the sponsors back and is beginning to sell a lot of booths. Senior Fest will be held inside and outside of the mall. Parking is free. Attending is free. Hosted by the sponsors and the peoples who purchase tables. Looking forward to another great event after 28 years.

5. Approval of the Minutes from the Advisory Board Meeting of June 7, 2023 [For Possible Action]

Advisory Board members may identify any additions or corrections to the draft minutes as transcribed.

Pam Roberts: Has suggested revisions. Discussion on if motion and approval are needed. Pam made motion for corrections to Roll Call to delete Jane Baudelaire as absent and note present virtually. Also to delete MaryAnn McCauley as absent and note as present in person. Need to delete Casey Reed as absent. Spelling correction on Agenda item 16 for Correa. Motion made by Martha Lavin. 2nd by Unintelligable. Brandon Price said to open for Public Comment since it is an action item. No public comment made. Vote passed. Ryan asked if Jane Baudelaire vote by phone?

6. Update and report on Washoe County Senior Services Homemaker Program, Nutrition Program, and ARPA Funds [Non-Action Item] – Abby Willrich, Human Services Coordinator

Abby Willrich: Homemaker: Homemaker (HMKR) 4 full time, 48 clients currently being served by those HMKRs, 270 on wait list, 42 pending start, doesn't include those on the wait list. Approved for five more HMKRs at last Legislative Session, have one vacancy so they will be hiring six more Homemakers, two more case workers, two supervisors. Rep payee – Current contract to serve 40 clients, and now have funding to double that to 80. We have 34 on wait list. 220 people currenting being served thru our case management program. Last month congregate meals served 5500 meals and HDM served 30,000 meals which is up from last year 4600 congregate meals and /27,000 Home Delivered Meals. Received from AARP funding \$100,000 which was a surprise. Hoping to bring ideas on how to spend the money in an innovative way to the next Senior Advisory Board meeting. Want to be good stewards of money.

Pam Roberts: Clarify 220 case management also includes people receiving HMKR services? Abby confirmed. What is Rep Payee?

Rep Payees help clients manage their money by paying their bills on time. For very low-income clients, they don't pay a fee for Rep Payee. Washoe County contracts with a fiduciary so the clients don't have to pay any fees. WC has seen a huge increase with this service with the opening of Our Place and Cares Campus. Receiving more and more referrals. Historically WC has never had a wait list for this program until last year.

Donna Clontz: How many clients can a worker serve?

Abby: About 15-16 per HMKR. With travel time they are becoming more strategic with scheduling. Will have 10 workers, need supervisors. Still have contract with local providers. Donna said that they ask seniors at the resource fairs what types of things are they have challenges with, and HMKR tasks are high on the list. Abby hopes to not have wait lists for HMKR or Rep Payee services, just like with the HDM program doesn't. There are no fees for the HMKR or Rep Payee programs for recipients, but recipients can cost share, donate if they want. There has been a lot of growth in the past year. Donna wanted to clarify difference between a HMKR employee and a Case Worker employee. Abby explained that Case Workers have some kind of degree. Stated that when all is said and done, she will have three Supervisors, nine Case Workers, ten Homemakers, two Human Services Specialists, and one Eligibility worker. Sue Susan Meuschke: Asked if AARP funding will continue and Abby said she didn't know if it was a one-shot deal or not but will find out. Hoping to have enough information to put this subject on the agenda for the next meeting. Donna talked about adding more fun events at the Sparks and Reno, 9th Street Senior Centers. This will bring in more seniors out in the community. Connie McMullen wanted to know how many people are on the program and how many will get help with Rep Payee. Can live alone but unable to balance the books. Legislators loosened the restrictions on AARP money and can now be used for things other than capital improvements. Like the Commissioners ideas for changes to the senior center and the capital money could help with that. Chaplain Chaz: Everything being put in place with the HMR program is a really great thing. Starting up Micro Closets and wants one at the senior center. Will reach out to Abby about this. Have \$70,000 a month to spend on clothing for the community.

7. Update on Sparks Senior Citizen Advisory Committee regarding their current activities [Non-Action Item] –

Donald Abbott: This Friday, first Friday of the month, the senior center in Sparks will have Ukelele playing and soft ice cream from noon to 1:15. First field trip for the ice cream machine. Also cracks in the parking lot have been sealed at the senior center. Next meeting is August 23, 2023 at 9:00AM. Donna Clontz: Wednesday, July 12th, Noon, seniors from the Reno Senior Center will go to the Sparks Senior Center to teach Bean Bag Baseball to the seniors there.

8. Update on Reno Senior Citizen Advisory Committee regarding their current activities [Non-Action Item] – Paco Lachoy

Paco Lachoy not available so Abby Willrich said there was no meeting last month.

9. Report, discussion, and possible recommendation to the Human Services Agency Director regarding Age Friendly survey content and Age Friendly in Washoe County. Board Members will discuss and make recommendations regarding the format of the Age Friendly Survey. [For Possible Action]

Attachment: [Age Friendly SENIOR SERVICES SURVEY 2023.pdf \(washoecounty.gov\)](#) –

Senior service survey was finessed and approved at the last meeting. Updated one for review is in today's packet. Still a two-page document. The survey has the QR code in the corner. Kay Bonzer: Why wasn't it out somewhere at the senior center for seniors to fill out? This is supposed to be a focal point. Why aren't they out there? Ryan Crane: We printed 1000, and 500 more being printed. Two hundred were given to Senior Fest. We ask people to bring them back to the desk and staff is collecting them as they come in. Handing the surveys out at the meal line when we have them. Also have the QR code on the large digital screen in the lobby. Discussion about leaving them at the desk in the front lobby. Decided there is no way to ensure they will be used for what the board would want them to. Staffing the table is not feasible. Donna Clontz: Wanted to know how many surveys were returned. Ryan Crane said around 200. Concrete numbers can be given at the next board meeting, or through email. Goal is to get 400 returned to make the results more reliable.

Donna Clontz asked if there was a volunteer who could help hand them out and circle around to gather any completed surveys and get them to the front desk. Suggested members of the board could volunteer to do this as well. Abby Willrich: Ryan is correct that people take the surveys just to take them and said she has a staff member that can be at the desk to hand them out and collect the surveys. Having a person handing them out would be helpful. Will make sure the surveys go out to the other senior centers and the libraries too. Donna Clontz: Did the surveys go out to the Meals on Wheels (MOWS) client as well? Abby Willrich wants to find out when the last survey thing went out to MOWS clients. Currently there are nearly 1100 MOWS clients. Believes they could get a really good response from them. Not everyone in the room has taken the survey.

10. Discussion and possible recommendations for Senior Services Master Plan [For Possible Action]

Attachment: [05-03-23 2014 Master Plan for Aging Services.pdf \(washoecounty.gov\)](#) --

Pam Roberts: Senior Services Master Plan (SSMP) possible action. Should have this in the packet. – 2014 was when the last Master Plan for Aging was drawn up. Objective summaries – had goals, vision, objectives, strategies, action plan. Ten pages including definitions.

Donna: Never adopted SSMP. Today's paperwork provided is only the summary. Just the objective.

Pam Roberts: Who was responsible for drafting and approving the SSMP in 2014?

Connie McMullen: I was chairman of this board at the time. An attorney that worked for the Senior Law Project set up a fund for attorneys to contribute to and that is how the project was funded. Anita from AARP had strategic planning experience and created the non-profit at the direction of Grady Tarbutton. Ran by advisory board. Public meetings on all 12 objectives. Ran everything by, and was approved by, the advisory board. Was never voted on by the county because of some objection by the County Manager, Katy Simon, who didn't vote to adopt. Several of the objectives have already been met.

Connie: Suggested to make objective to reach elder abuse and dementia communities. Could cut it down and make it an objective just to reach these things.

Pam: TY to Connie for noticing elder and dementia.

Susan Mueschke Would like to add end of life issues. Does not feel MP is daunting but doesn't know what areas have been addressed so we can see where nobody has done anything. Perhaps add to the Master Plan the objectives that have already been addressed. This will allow for focus on the items that have not been addressed.

Donna: Food insecurities – 2014 Provide clients and addition meal option. 2015 MOWS. Short of goal in MP. FY 2023 1100 MOWS clients. COVID skewed numbers. Increase year over year w/MOWS. Can task figure out what is done and not done? Trying to be efficient.

Pam: Can staff do preliminary research on what has been, and what has not been completed on the Master Plan? Connie asked to help with this if possible, to: annotate and add current numbers. Abby: Can speak to most & will know where to go for answers. Shared 2015 diligent on documenting numbers.

Connie: We need to know what we need before we go to the Commission to ask for more? Need to have numbers specifically. Through AARP funding the Home Community Based Waiver will be able to serve twice as many people. More money for food insecurity. Those who offered ideas – preliminary draft of those ideas. Wait for updates before update.

Mark: Can improve MP but should hold for two months. Made the motion to table this for two months. Thuy Tran 2nd. Public Comment: no comments. Motion passes. Donna Clontz wants the new ideas to be annotated during this time so all information is complete by the time they come back to discuss the Master Plan. Pam Roberts: Can we make a preliminary draft with the new items discussed added? Abby wants to wait to add anything to the Master Plan until concrete numbers are given. Mark: Wait to make any changes to the Master Plan until we have the annotations from Abby, and the information from the surveys.

Brandon Price: Not an action item. Can address at the next meeting.

11. Report and update on Citizen Advisory Boards (CABs) meetings attended by board members [Non-Action Item]

Mark Newman: Attended the Sun Valley Citizens Advisory Board meeting. They are the first Saturday of every month at Hobbies Casino, in the banquet room above the steakhouse. About 20 community members attend. Mark is a member of the SV CAB and SW GID. Pam Roberts has moved from being an alternate member of the Warm Springs (Palomino Valley area) citizen Advisory Board to a permanent member. Next meeting is July 12th. Transportation is a big issue because they only go as far as the edge of Spanish Springs. Hoping that can expand to help people get to doctor appointments and such. Mack Rossie: On the CAB for Verdi and Truckee. Pam will take information from presentations held in Reno out to the Warm Springs CAB meeting.

Back to Agenda Item 10: Presentation by Jenny Treese, Senior Services Network (SSN). Jenny is an Advertising Director, a news website in Carson City. Passion with non-profits and seniors with Dementia. SSN provides one-time financial assistance for seniors in need. Brandon Price stopped her presentation when Jenny mentioned fund raising, and recommended having Jenny come back when that item could be agendaized. Pam Roberts offered her to stay until the end of the meeting for Public Comment, but Jenny said she needed to leave.

12. Update, discussion, and possible vote to recommend the Human Services Agency Director approve a new information flyer for Friendly Visitor Call Program to seniors in Washoe County. [For Possible Action]

New friendly visitor flyer –Pam doesn't see the New Friendly Flyer as part of the packet. Brandon Price: remove from agenda and talk about it at the next meeting. Tabled for today. Asked Ryan to make sure that the flyer is part of the packet that goes out with the meeting notice.

13. Report, discussion, and possible recommendation to the Board of County Commissioners regarding appointing a new Advisory Board member for District 2 [For Possible Action]

- a) Application from Wirt Twitchell (District 2)
Attachment: [Twitchell Rtdtd.pdf \(washoecounty.gov\)](#)
[Twitchell Resume rtdtd.pdf \(washoecounty.gov\)](#)

- b) Application from Adolfo Correa (District 2)
Attachment: [Correa App rtdtd.pdf \(washoecounty.gov\)](#)
[Correa Resume.pdf \(washoecounty.gov\)](#)

Pam Roberts: Reviewed what was done last meeting after the resignation of the board member for District 2. Adolfo Correa is at the board meeting, but Wirt Twitchell is not. Everyone that applied for the vacant seat was invited to this board meeting. Dr. Correa: Retired physician. Worked in Academia and the Federal Government. Did research on several medical issues. No questions from the board for Dr. Correa other than asking if he would be attending any of the CAB meetings. Mark Newman made motion to recommend him to the County Commissioner. Thuy Tran made 2nd. No additional comments from the board. No public comment. Motion passes unanimously. Abby Willrich: August 15th will be the day Dr. Correa can go before the board. Applicant not required to go to the Commissioner Board Meeting, but it is good to go so the Commissioners have an opportunity to meet the applicant.

14. Advisory Board Members' announcements, reports, and updates to include requests for information or topics for future agendas [Non-Action Item].

(No discussion among Advisory Board Members will take place on this item.) Pam Roberts: Any items the board members want on the next agenda? The New Friendly Flyer, and have it attached to the packet for the August meeting. Pam Roberts would like to amend the bylaws to have Term Limit for Associate Board Member to address non-active members and to be able to remove them from their status. She will work on drafting something, but not sure if she will make it to the August meeting. September 6th is September meeting. Brandon Price said not to discuss these types of things. Add to

September meeting instead of August. Public Comment: Chaplain Chaz: September 14th having a Circle of Life event from 6:00PM-8:00PM. Expecting around 500 people to attend this year. To reach Chaplain Chaz email him at chazblackburn.cb@gmail.com. Pam Roberts requested he come and do a presentation at one of the meetings.

15. Public comment [Non-Action Item]

Comment heard under this item will be limited to three minutes per person and may pertain to matters both on and off the Advisory Board agenda. Comments are to be made to the Advisory Board as a whole.

16. ADJOURNMENT [Non-Action Item] 4:55PM Adjourned.

Notice of this meeting and the agenda have been posted at the following locations:

Washoe County Administration Building	Washoe County Senior Services
Washoe County Health Department Gerlach Senior Center	Sparks Senior Center Sun Valley Senior Center
Incline Village Recreation Center	Incline Village Library

In compliance with NRS 241.020(4)(b), this agenda has been posted on the Senior Advisory Board's website at:

https://www.washoecounty.gov/seniorsrv/senior_services_advisory_board/index.php and <https://notice.nv.gov>.